# Workforce Technology Solution

Dr. Megan Healy, Chief Workforce Development Advisor

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# Why Another Technology?

## **C**ustomer (Businesses)

Businesses are having a hard time finding talent
Lack of awareness of good paying jobs and pathways to get there
Businesses are interested in looking in different labor pools to find talent but need to be connected
If jobs are not filled, businesses can't grow and will leave Virginia

## **C**ustomer (Participants)

650,000 people are out of work in Virginia

Multiple doors to the workforce system (VCCS, VEC, VDSS)

Confusion of where to go and what to do next

Outdated technologies that are not mobile friendly or cannot connect to other technologies

## System

Lack data on number of people in the system
Need risk assessment to create individualized action plans
Better efficiencies in business practices
Performance management

# VIRGINIA CAREER WORKS

## VIRGINIA CAREER GPS
◆ *Pointing the Way to a Better Future* ◆

## Getting Started
Every professional journey starts in a different place, but there's always a path to success.

**Shared Intake System**

## Progress
After assessing job seekers' skills and interests, a personalized plan is developed and executed.

**Career & Workforce Readiness Assessment**

## Get the Skills
Some people need new skills or credentials to be competitive in today's job market. The Virginia Career Works Compass offers a range of training programs compatible with any lifestyle and work history.

- Apprenticeships
- Adult Basic Education
- Earn & Learn
- Education and Training
- Vocational & Rehab Training
- Veteran-Specific Services

## Use the Skills
Sometimes all people need is a push in the right direction. Whether you are honing your resume or navigating the regional job market, the local One-Stop has all the resources you need for your job search.

- Resume Preparation
- Job Fairs
- Interview Coaching
- Career Coaching
- Supportive Services
- Financial Literacy

## Success
Virginians get good jobs with benefits and family-sustaining wages.

**Goal Achieved**

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**Opportunity seekers are looking for answers to critical questions in making decisions about education & work**

**What jobs are available** in my region?

**What skills and credentials do I need** in order to get those jobs?
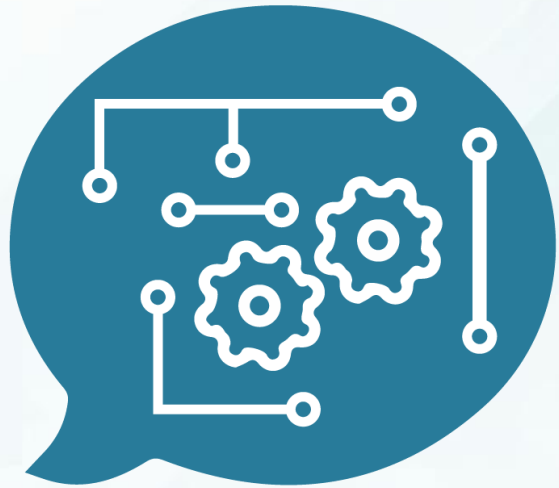
**Where can I go** to get those skills and credentials?

**How can I afford** the program that builds those skills?

**What type of near-term and long-term return can I expect** on my investment in those skills and credentials?

Access to the right information at the right time is key to increasing economic opportunity for every Virginian.

# Goals of the Workforce Technology Solution

- Integrate case management systems to support interagency information sharing and improve efficiency

- Implement the data architecture necessary for performance management, evaluation, and analysis

- Provide customers with an easy-to-use entry point into the workforce development system, reducing the staff time required to enroll participants and deliver interventions

- Fully integrate labor market information into career coaching to support evidence-based decision making by staff and customers

- Enhance career readiness and skills assessments for purposes of risk evaluation and triage

- Modernize communication infrastructure to connect with clients online and through mobile devices

- Ensure compliance with federal government requirements

# Clear **links between datasets** will support smarter, more personalized applications

## Education/Training Opportunity Data

**Links**

## Job Opportunity Data

| Education/Training Opportunity Data | Links | Job Opportunity Data |
|---|---|---|
| Education Institutions | Location | Employers |
| Programs | CIP to SOC | Jobs |
| Credentials | CTDL | Credentials |
| Skills/Competencies | Open Skills Ontology CTDL-ASN | Skills/Competencies |
| Employment Outcomes | Extended Wage Records & Scorecards | Wage |

# Application programming interfaces (APIs) maximize the return on state dollars by allowing one data creation process to securely power an entire ecosystem of applications.



Application Layer

Secure State Data Environment

State APIs

Third-Party Applications
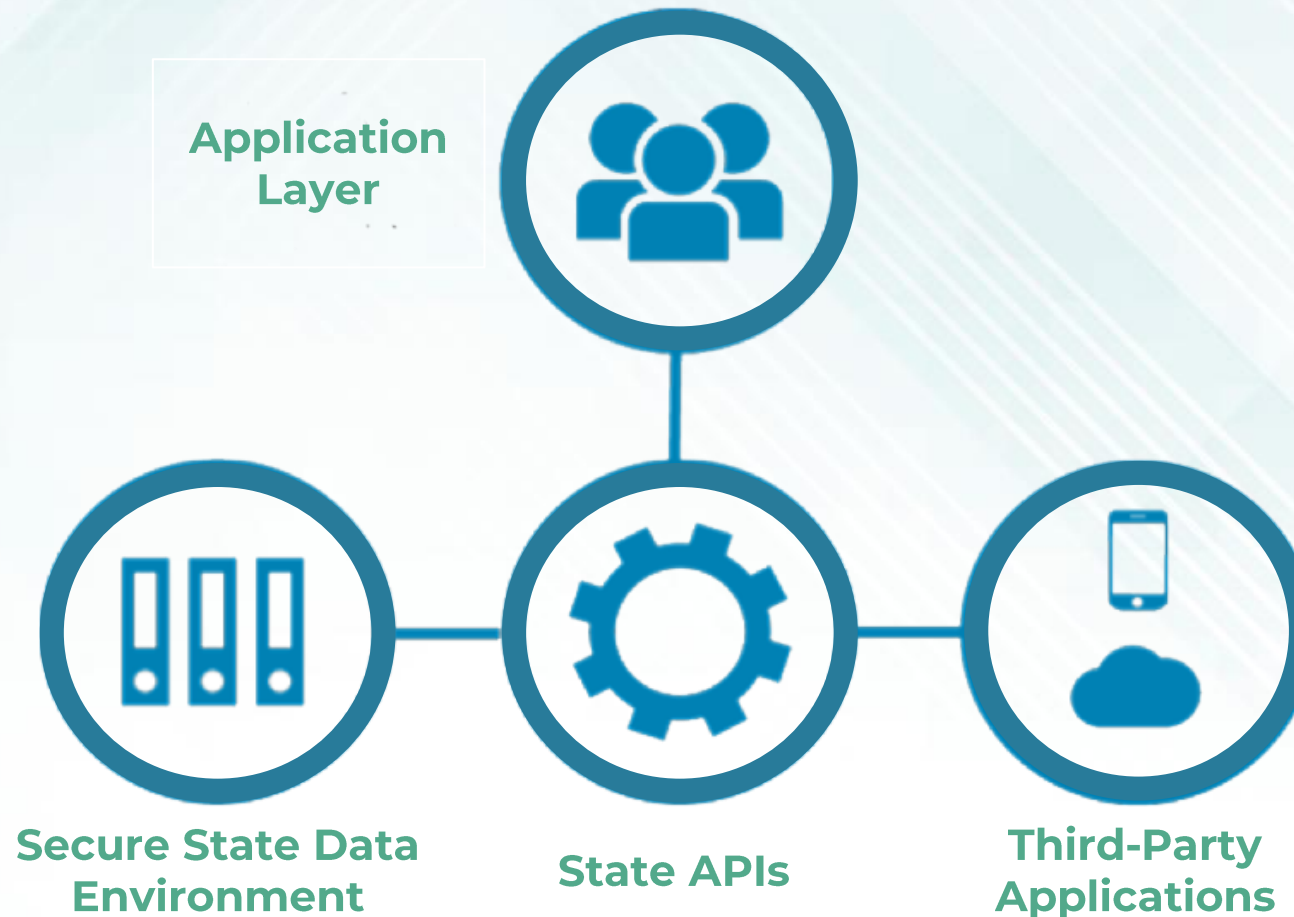
# Workforce Dashboard

As instructed in §60.2-113 of the Code of Virginia, the Virginia Employment Commission has been working to develop a strategic workforce dashboard that will inform "the Governor, policy makers, system stakeholders, and the public on issues such as state and regional labor market conditions, the relationship between the supply and demand for workers, workforce program outcomes, and projected employment growth or decline."

**Phase 1: Labor Market Information (In Progress)**
VEC transitioned existing labor market information data from the four Bureau of Labor Statistics programs to the new Montana Consortium platform. Transitioning to the Montana system has made all of this data more accessible to end users, and connected it to workforce supply and demand.

**Phase 2: Workforce Data (January 2020)**
During this phase we will begin gathering workforce data from every state agency currently engaged in some level of workforce development activity. This new data set can be aligned with data from VLDS to give us a complete and accurate picture of what is happening within Virginia's workforce across any time parameter we choose.
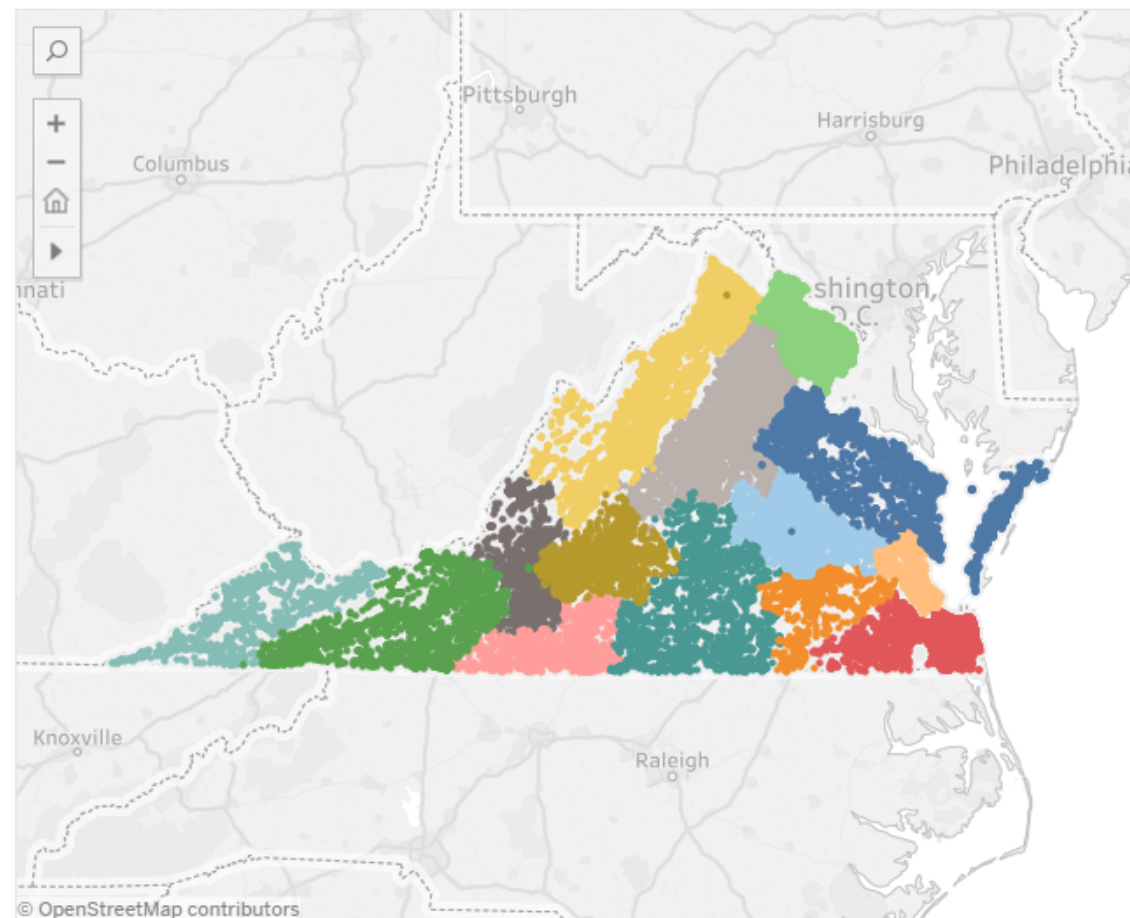
**Phase 3: Performance Data (January 2021)**
Dynamic data analytics and visualization will be used to understand programmatic performance, chart best practices, and eliminate redundant or ineffective activities. The dashboard will show end users how effective workforce development activities are in matching qualified career seekers with demand occupations, helping us understand and evaluate the entire workforce system.

# Workforce Dashboard

# Workforce Dashboard

## Occupational Employment Statistics (OES) - May 2017

Search Something...

| Area | SOC Code ⌄ | Occupation | Estimated Employment | Average Wage | Entry Wage | Median Wage | Experienced Wage | ▼ |
|---|---|---|---|---|---|---|---|---|
| Virginia | 113021 | Computer and Information Systems Managers | 13,460 | $81.57 | N/A | $77.38 | N/A | |
| Blue Ridge Community College | 113021 | Computer and Information Systems Managers | 100 | $55.93 | $36.37 | $50.03 | $65.71 | |
| Southwest Virginia | 113021 | Computer and Information Systems Managers | 90 | $50.39 | $32.13 | $45.03 | $59.52 | |
| Central Virginia Community College | 113021 | Computer and Information Systems Managers | 90 | $63.53 | $37.69 | $63.62 | $76.45 | |
| Southside Virginia | 113021 | Computer and Information Systems Managers | 50 | $62.05 | $39.79 | $53.29 | $73.19 | |
| Dabney S. Lancaster Community College | 113021 | Computer and Information Systems Managers | 20 | $56.74 | $39.96 | $54.70 | $65.13 | |
| Northeast Virginia | 113021 | Computer and Information Systems Managers | 60 | $68.22 | $47.37 | $71.46 | $78.65 | |
| Danville Community College | 113021 | Computer and Information Systems Managers | 20 | $68.50 | $43.63 | $68.19 | $80.94 | |

# What do Lisa, Jonathan, & Maria need for their professional journey?

## Lisa Pearson

**Age**: 32
**Occupation**: Certified Nursing Assistant
**Situation:** Marissa has been working as a CNA for more than a decade, but wants a better-paying job to support her family.

## Jonathan Deming

**Age**: 28
**Occupation**: Recent Army Veteran
**Situation:** Jonathan recently received an honorable discharge and would like to stay in Virginia, but doesn't know what opportunities exist here.

## Maria Vasquez

**Age**: 24
**Occupation**:  Dislocated Worker
**Situation**: Maria has just lost her job with benefits due to a business closing. She dropped out of high school and does not have a GED.

# **Workforce Dashboard**

- **Kentucky**- $160M new workforce case management system for Work Requirement
- **Mississippi**-$25M to create a portal and integrated data system
- **Arkansas**- $6.78M technology under one agency that oversees all of workforce including SNAP ET and TANF
- **Michigan**-$17.5M for new technology that does include eligibility
- **Tennessee**- $5.6M to improve referral and eligibility

# The Result

By updating and integrating our technology systems, we will achieve increased transparency & oversight, improved efficiency & outcomes, and an overall better customer experience for both employers and jobseekers.